Ivy Hui Cheah Yit, Prince2, CSM, ITIL

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SUMMARY

Project Manager and Team Lead with over 8 years of experience managing over-million-dollar IT projects, coordinating workforce team of 20, performing resources, tasks allocation and analysis. Seeking to leverage my professional expertise as Project Manager at your company. Certified in Prince2 Practioner, Prince2 Foundation, Srcum Master and ITIL certifications. Currently pursuing PMP and Scrum Master.

EXPERIENCE

SEP 2021-PRESENT

Regional Project Manager Lead
N2N Connect Berhad

- Overseeing all work done as part of the project
- Establishing and communicating project objectives
- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements
- Developing timelines and schedules for the completion of the project
- Setting the expectations for regional project managers
- To set the direction for regional project managers during project work
- As a problem solver in a project
- Responsible for conflict resolutions
- Identifying and managing project stakeholders
- Maintained good relationships and effective communication with stakeholders and project team members
- Closing the project and ensuring all objectives have been met

Achievements
- Identified and resolved problems
- Been complimented by customers and co-workers
- Contributed to good customer service
- Identified and fixed program bugs, leading to a marked increase in customer satisfaction as measured by online surveys.
- Hired and trained new regional Project Manager team members based on predicted project needs.

DEC 2017-SEP 2021

Assistant IT Manager and Project Manager
DCH Auriga (Dah Chong Hong Auriga)

- Provide good support for QAD ERP system on Inventory, Finance, Distribution and Manufacturing
- Develop reports using Qlik Sense and Reports now which integrated with JDE and QAD system
- Lead, supervise and consult on projects to minimize risk, ensure on-time, on-budget and on-scope delivery
- Lead all business projects and technology upgrade projects due to distribution company acquired by DCH
- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements
- Identifies resources needed and assigns individual responsibilities
- Manages day-to-day operational aspects of a project and scope
- Reviews deliverables prepared by team before passing to business units
- Prepares for engagement reviews and quality assurance procedures
- Minimizes exposure and risk on projects

- Maintained good relationships and effective communication with stakeholders and project team members
- Ensure all the support issue and ensure high system availability
- Provide IT directions and solutions on business requirements and operation challenges
- Provides quality service to end users in needs analysis, solution recommendation, vendor selection, implementation, training, and post-installation support
- Ability to communicate effectively with all levels of personnel through written and oral communication

Achievements
- Implemented new infrastructure in DCH Auriga
- Migrated and upgraded ERP Software to latest version in DCH Auriga
- Developed the entire reports using new QlikSense and Reportsnow reporting tools by saving cost RM300k
- Implemented RFID System in DCH Hong Kong and Macau
- Implemented E-Statement by using Reportsnow reporting tools resulting in 80% decrease on operation manual work

MAY 2016-
DEC 2017

Project Manager
N2N Connect Berhad
- Worked with stakeholders to clearly identify and managed project scope, requirements, and deliverables
- Develop project charter and conduct kick off meeting
- Collaborated with technical staff to develop resource allocation, and delivery estimation
- Coordinated the development team's efforts throughout the project lifecycle
- Performed quality assurance on the work produced by the IT project team
- Verify and control scope to ensure the project is in line with the project baseline
- Control schedule to monitor the project is ahead or behind schedule
- Maintained good relationships and effective communication with stakeholders and project team members
- Manage Change Request Process

Achievements
- Relocated the network and servers to Malaysia resulting in 35% cost reduction
- Drove a 15% decrease in applications downtime by migrating network and servers to Malaysia

DEC 2011-
APR 2016

Senior Technical Consultant
Digital Paper Sdn. Bhd.
- Engaged with stakeholders to scope the business requirements
- Develop project plans based on gathered scopes
- Prepare Project Schedule on resource allocation, task duration, dependencies and scheduled task
- Collaborated with technical staff to develop resource, and delivery estimates
- Coordinated the development team's efforts throughout the project lifecycle
- Documentation on programs customizations
- Manage stakeholder's expectation and satisfaction
- Manage Change Request Process
- Hands on in QAD programs customization, Installation, migration, and upgrade

Achievement
- Implemented Rebate System in ERP Software resulting in 50% decrease on operation process
- Cut stockroom waste by 55% after implemented document management in ERP Software

MAY 2008 - NOV 2011	**Consultant, Application Analyst**

Consultant, Application Analyst
TechnoDex Solutions Sdn. Bhd.

- QAD - ERP Customization based on customers' requirements
- Manage Change Request Process
- Support on Production issues
- Explore and perform installation for new launched products
- Demo on system before sales

EDUCATION

2006-2008 **Master of Information System (MIS)**
University of Tunku Abdul Rahman (UTAR)
CGPA 3.25 / 4.0

2002-2005 **Bachelor of Science (Hons.) in Information Technology**
Coventry University, United Kingdom
2nd Class Upper

LANGUAGES PROFICIENCY

Language	Proficiency	
Mandarin / Cantonese	■■■■■	(Writing, Spoken)
English	■■■■□	(Writing, Spoken)
Malay	■■■■□	(Writing, Spoken)

SKILLS

Skill	Level	Skill	Level
Project Scheduling	■■■■■	ReportSnow / QlikSense	■■■■■
Requirements Gathering	■■■■■	BMS+ / MS Office	■■■■■
Requirements Analysis	■■■■■	ERP-QAD SE / MFGPro	■■■■■
SDLC Development Lifecycle	■■■■■	TC PRO / TC PLUS / TC Mobile	■■■■□
Confident decision maker	■■■■■	Knowledge of design and development	■■■■□
Process Improvements	■■■■□	Testing/QA/Support	■■■■□
Collaborative leader	■■■■□	ERP-QAD EE / Power Automate	■■■□□
Proficient communicator	■■■■□	Linux	■■□□□

REFERENCES

1. Alan Ang HS
   Country IT Head Malaysia
   H/P: 012-218 5068
   Email: alananghs@dch-holdings.com
   Relationship: Regional and Country Projects Team

2. Joel Suarez Garalde
   General Manager
   H/P: +65 9658 0802
   Email: joelsuarezgaralde@dchauriga.com
   Relationship: Head of DCH Auriga Singapore